

Unemployment Insurance Division

Quarterly Report - 4th Quarter 2017



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2017 4th Quarter Report



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Total Collections	15

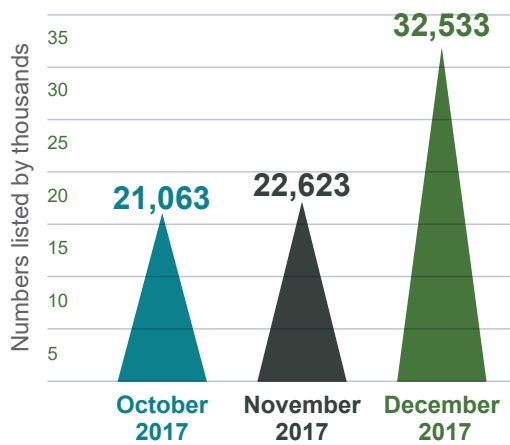
UI Appeals Bureau

Time Lapse	16
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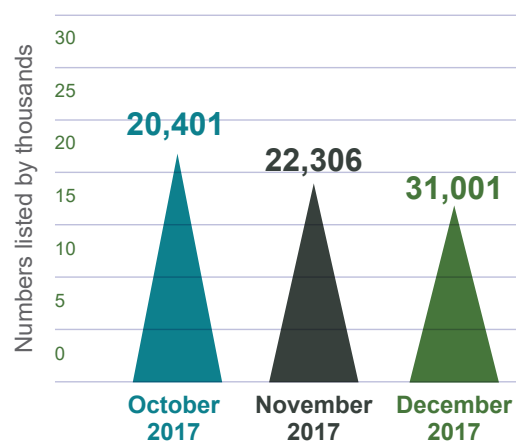
UI Benefits Department

Customer Service

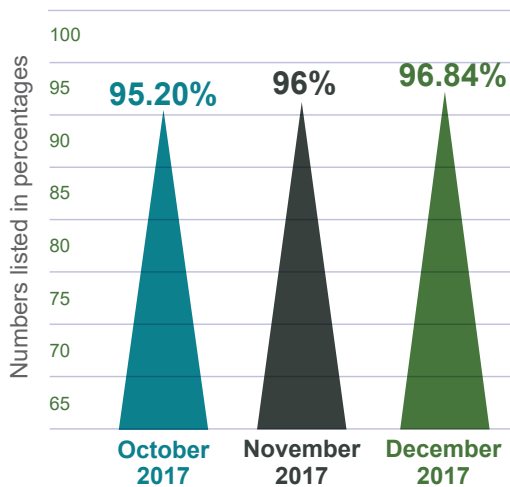
Total Calls Presented



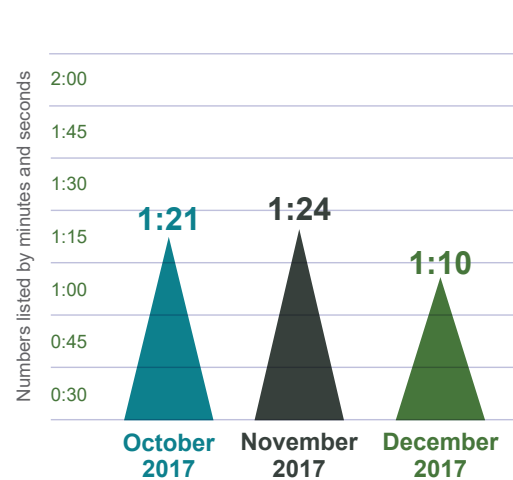
Total Calls Handled



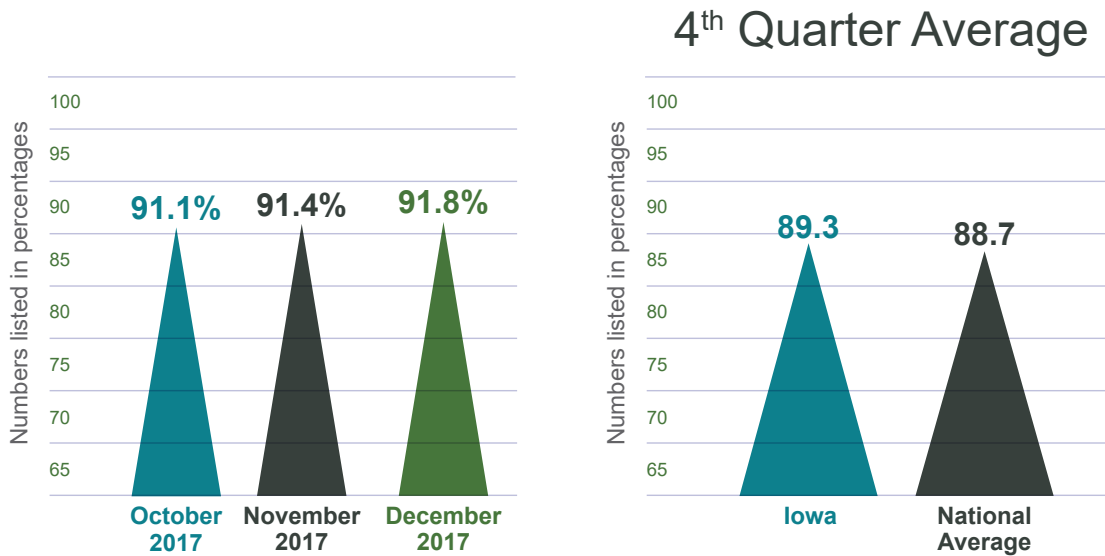
Percent of Calls Handled



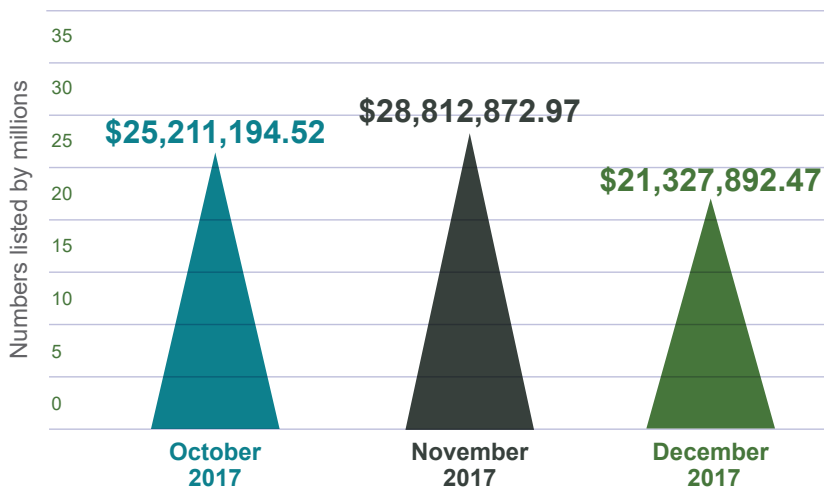
Average Wait Time



First Payment Timeliness

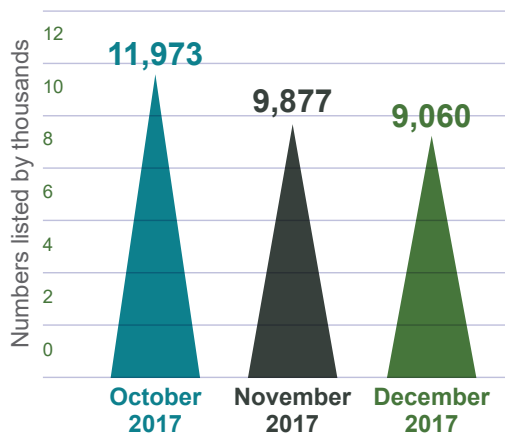


Claimant Benefits Paid



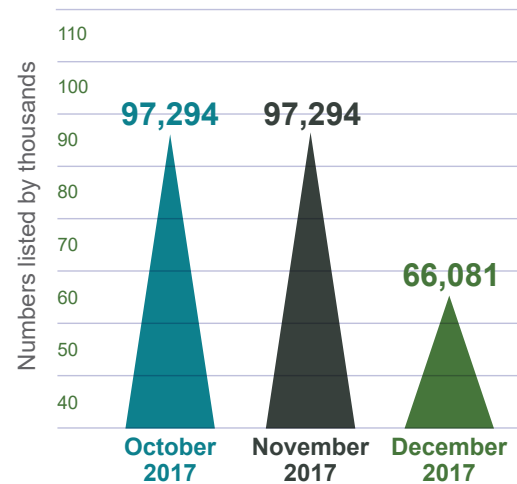
Unemployment Insurance Claims and Fact-Finding Interviews Data

Initial Claims

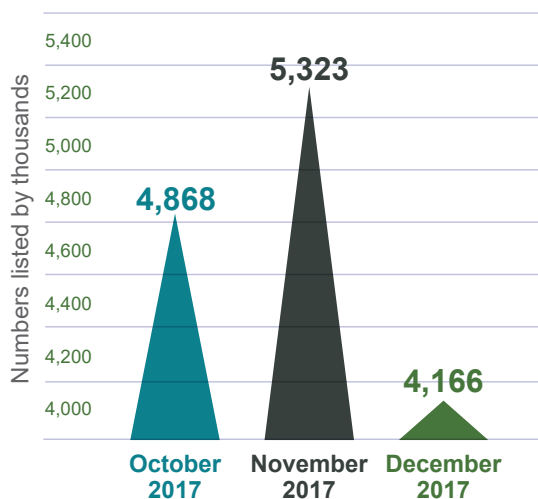


Weekly Claims

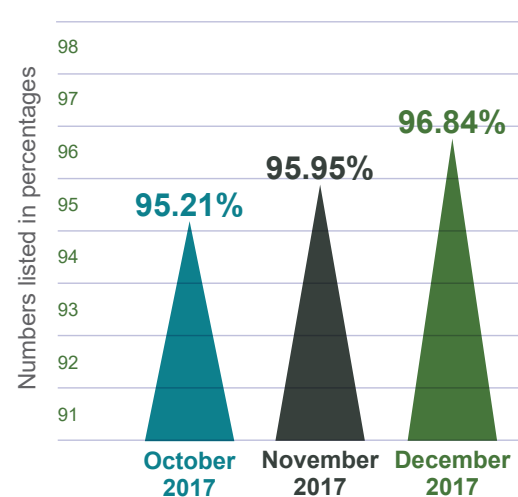
4th QUARTER TOTAL = 499,169



One and Two Party Total Fact-Findings



Percent of Weekly Claims Filed Online



Benefit Timeliness Quality

The following is a summary of the Benefit Timeliness and Quality (BTQ) review for the third quarter of 2017. BTQ is always reviewed a quarter behind.

BTQ is reviewed internally before being submitted to the U.S. Department of Labor. IWD uses a strict scoring regiment to ensure quality of training and review.

BTQ CORE MEASURE CRITERION

Passing Score Equals

75%

Separation Determinations

and

75%

Non-Separation Determinations

FINAL BTQ CORE MEASURE SCORES FOR THE QUARTER

90%

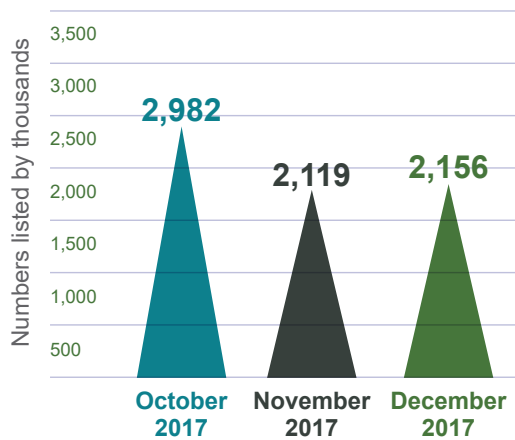
Separation

93.1%

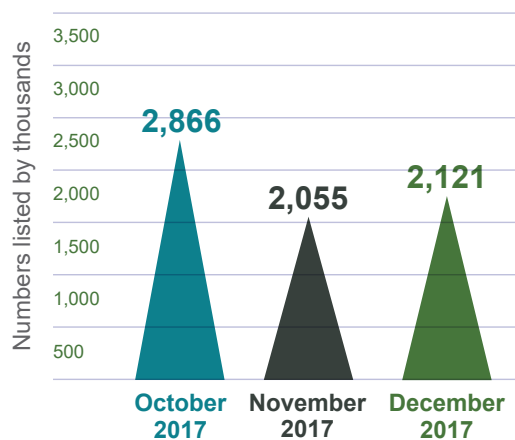
Non-Separation

UI Tax Department Customer Service

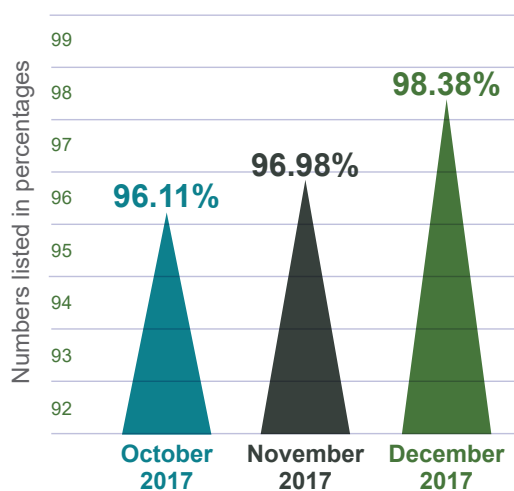
Total Calls Presented



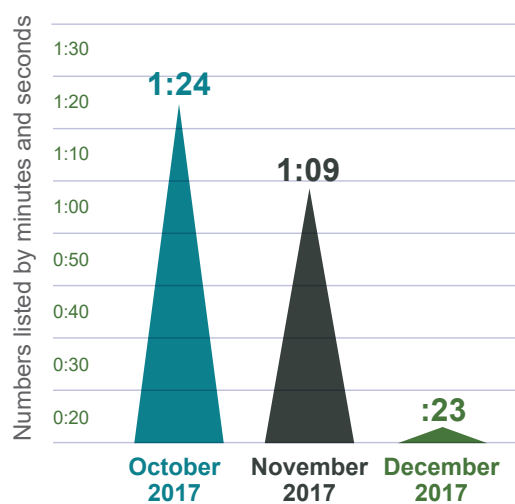
Total Calls Handled



Percent of Calls Handled



Average Wait Time



Field Audits

Completed Tax Audits

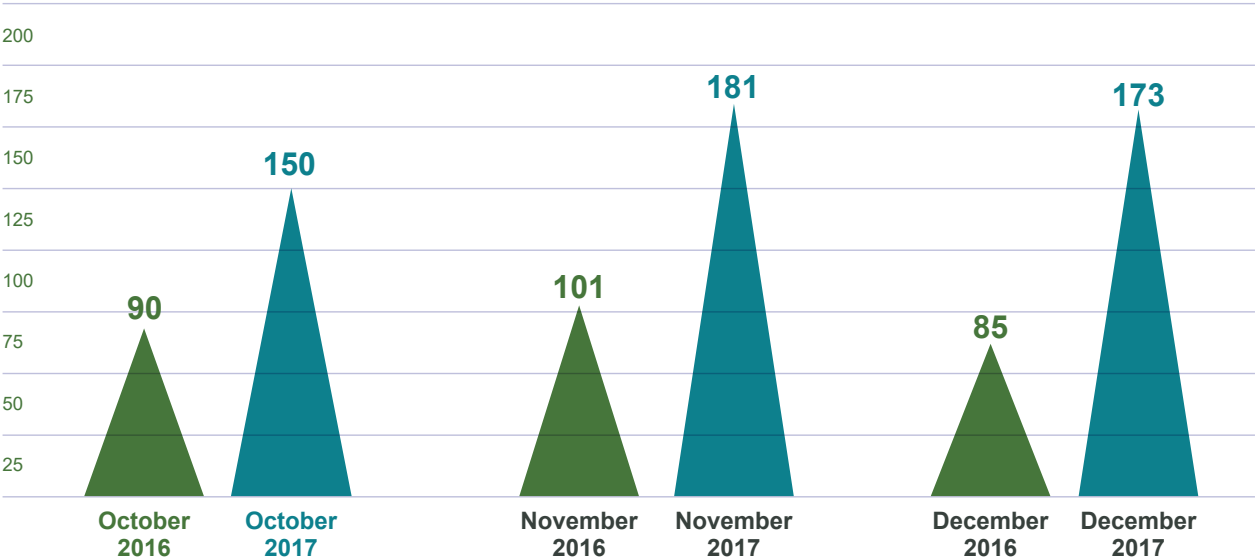
4TH QUARTER 2016 & 2017 COMPARISON



4th QUARTER 2016
COMPLETED
AUDITS = 230



4th QUARTER 2017
COMPLETED
AUDITS = 357



Employer Summary

Wages Audited

2017 4th Quarter Wages

Audited = \$409,239,217.80

October 2017

\$95,963,785.27

November 2017

\$193,682,067.65

December 2017

\$119,593,364.88

Change Wages Audits

2017 4th Quarter Change

Change Wages = \$14,260,596.81

October 2017

\$2,974,992.31

November 2017

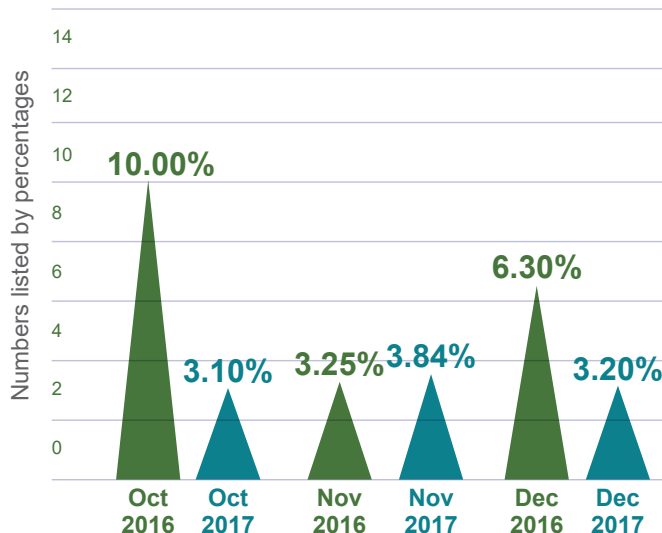
\$7,460,715.61

December 2017

\$3,824,888.89

Percent Change in Wages

4th QUARTER COMPARISON



End of Quarter Employers

Contributory Employers

76,129

Reimbursable Employers

2,326

Total Employers

78,455

Total Wage Items Received

2nd Quarter 2017

1,805,576

UI Tax Workflows

3,465 Adjustments

7,891 Liability

3,509 Field Audit

1,984 Customer Service

16,849 Grand Total

Employer Reports

Contributory Employers

11,672 Timely

3,760 Secured

16,080 Resolved

Reimbursing Employers

2,266 Timely

2,311 Secured

2,340 Resolved

Misclassification

Tips Received

58

Completed Audits from Tips Received

11

Misclass Workers Found from Tips

210

Wages Added from Tips

\$2,817,895.64

Tips Resolved

39

Misclassification of Workers Team Results

4 TH QUARTER	
Completed Field Audits	478
Misclassified Workers found via Field Audits	777
Underreported/Overreported Wages found via Field Audits	\$8,266,720.12
Misclassified Workers Found	987
Total Misclassified Wages Found	\$11,084,615.74
Total Contribution Added	\$134,509.12

UI Integrity Department Quality Control

Benefit Accuracy Management

Paid Cases

120	Cases	85.00%	60-Day Percentage
102	Cases closed within 60 Days	70.00%	U.S. DOL Standard 60-Day Percentage
117	Cases closed within 90 Days	97.50%	90-Day Percentage*
3	Cases Open	95.00%	U.S. DOL Standard 90-Day Percentage

*Assumes all open reviews past 60 days that are still open are closed on or before 90 days.

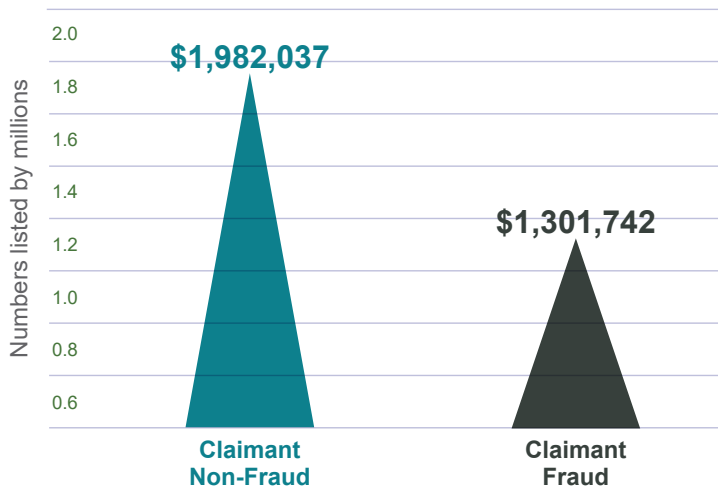
Denied Cases

118	Cases	86.24%	60-Day Percentage
110	Cases closed within 60 Days	60.00%	U.S. DOL Standard 60-Day Percentage
118	Cases closed within 90 Days	100.00%	90-Day Percentage*
0	Cases Open	85.00%	U.S. DOL Standard 90-Day Percentage

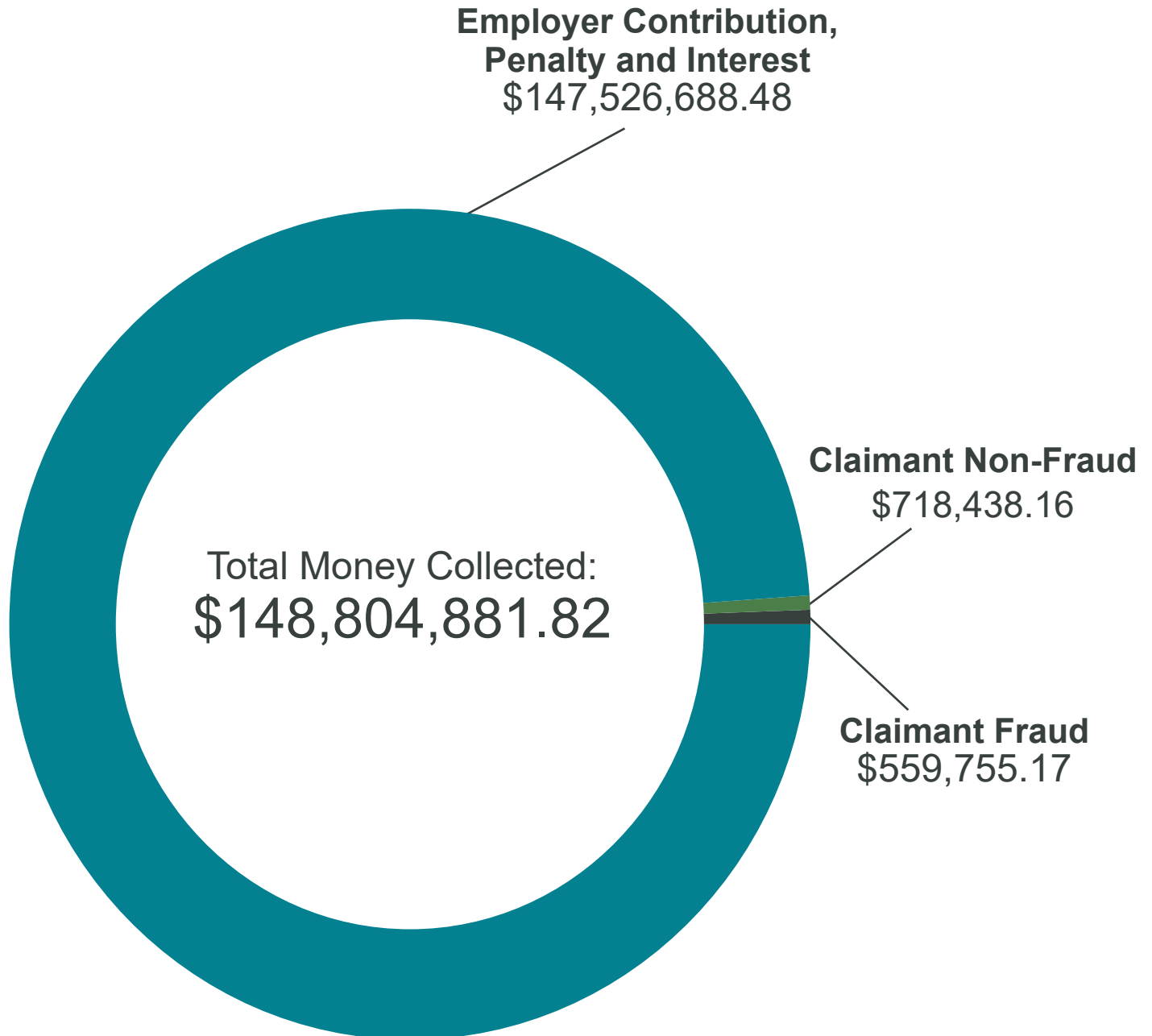
*Assumes all open reviews past 60 days that are still open are closed on or before 90 days.

Claimant Fraud/Non-Fraud Debt Established

Overpayment



Total Collections



UI Appeals Bureau

Time Lapse

UI Appeals Bureau time-lapse (percentage of appeals completed) is based on the number of days from the initial filing of a UI claim to the time it takes for an Administrative Law Judge decision.

Within 30 days

U.S. DOL Standard 60%

92.5% December 30, 2017

91.0% November 31, 2017

94.9% October 30, 2017

Within 45 days

U.S. DOL Standard 80%

97.2% December 30, 2017

94.2% November 31, 2017

97.8% October 30, 2017



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UNEMPLOYMENT INSURANCE APPEALS BUREAU

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Phone: 800-247-5205 (Outside of Iowa)

Phone: 515-281-3747 (local Des Moines)

Fax: 515-478-3528

Email: uiappealshelp@iwd.iowa.gov

Hours: (excluding state holidays)

8:00 am - 4:30 pm Monday through Friday

UNEMPLOYMENT INSURANCE TAX BUREAU

Phone: 888-848-7442

Email: IWDuitax@iwd.iowa.gov

Hours: (excluding state holidays)

8:00 am - 4:30 pm Monday through Friday

UNEMPLOYMENT INSURANCE BENEFITS BUREAU

Phone: 866-239-0843

Email: uiclaimshelp@iwd.iowa.gov

Hours: (excluding state holidays)

8:00 am - 4:30 pm Monday through Friday

UNEMPLOYMENT INSURANCE FRAUD BUREAU

Phone: 866-239-0843

Fax: 515-281-9033

Email: uifraud@iwd.iowa.gov

Hours: (excluding state holidays)

8:00 am - 4:30 pm Monday through Friday

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